signia

Motion 13 Nx, Motion 13P Nx

User Guide

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Welcome

Thank you for choosing our hearing instruments to accompany you through everyday life. Like anything new, it may take you a little time to become familiar with them.

This guide, along with support from your Hearing Care Professional, will help you understand the advantages and greater quality of life your hearing instruments offer.

To receive the most benefit from your hearing instruments, it is recommended that you wear them every day, all day. This will help you get adjusted to them.

CAUTION

It is important to read this user guide and the safety manual thoroughly and completely. Follow the safety information to avoid damage or injury.

Your hearing instruments

This user guide describes optional features that your hearing instruments may or may not have. Ask your Hearing Care Professional to indicate the features that are valid for your hearing instruments.

Instrument type

Your hearing instruments are BTE (Behind-The-Ear) models. A tube delivers the sound from the hearing instrument into the ear. The instruments are not intended for children under the age of 3 years or persons with a developmental age of under 3 years.

The wireless functionality enables advanced audiological features and synchronization between your two hearing instruments.

Your hearing instruments feature Bluetooth® low energy* technology allowing for easy data exchange with your smartphone, and for seamless audio streaming with your iPhone**.

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Getting to know your hearing instruments

It is recommended to familiarize yourself with your new hearing instruments. With the instruments in your hand try using the controls and note their location on the instrument. This will make it easier for you to feel and press the controls while wearing the hearing instruments.

If you have problems pressing the controls of your hearing instruments while wearing them, you can use a remote control to control your instruments. With a dedicated smartphone app you have even more control options.

Components and names

This user guide describes several types of hearing instruments. Use the following pictures to identify the type of hearing instrument that you use.

Your hearing instruments are either attached to an earhook and a custom-made ear piece or to a standard tube (ThinTube) and a standard ear piece (LifeTip).

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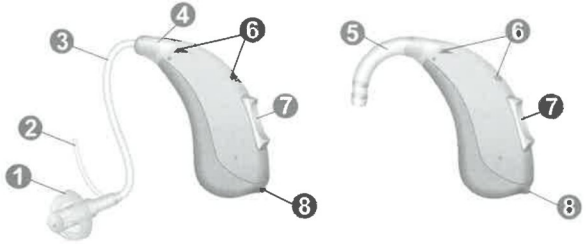
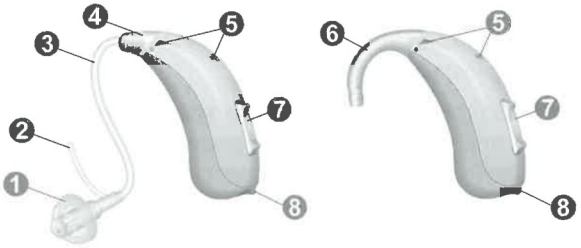


❶ Ear piece (LifeTip)	❺ Earhook
❷ Retention strand (optional)	❻ Microphone openings
❸ Tube (ThinTube)	❼ Rocker switch (control)
❹ Adapter for ThinTube	❽ Battery compartment (on/off switch)

Motion 13P Nx



❶ Ear piece (LifeTip)	❺ Microphone openings
❷ Retention strand (optional)	❻ Earhook
❸ Tube (ThinTube)	❼ Rocker switch (control)
❹ Adapter for ThinTube	❽ Battery compartment (on/off switch)

You can use standard ear pieces together with a standard tube or custom-made ear pieces together with an earhook and tube.

You can easily exchange the standard ear pieces and clean the standard tube. Read more in section "Maintenance and care".

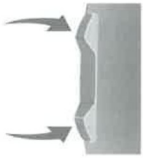
Standard ear pieces / tubes		Size
○	LifeTip open or closed	
○	LifeTip semi-open	
○	LifeTip double	
○	ThinTube	

Custom-made ear pieces

○ Examples:

Controls

With the rocker switch you can, for example, adjust the volume or switch hearing programs. Your Hearing Care Professional has programmed your desired functions to the rocker switch.



Rocker switch function	L	R
Press briefly:		
Program up/down	O	O
Volume up/down	O	O
Tinnitus therapy signal level up/down	O	O
TV stream on/off	O	O
Press for about 2 seconds:		
Program up/down	O	O
Volume up/down	O	O
Tinnitus therapy signal level up/down	O	O
TV stream on/off	O	O
Press for more than 3 seconds:		
Standby/turn on	O	O
Activate/deactivate airplane mode	O	O

L = Left, R = Right

You can also use a remote control to change hearing programs and adjust the volume of your hearing instruments. With our smartphone app you have even more control options.

Hearing programs

1
2
3
4
5
6

Read more in section "Changing the hearing program".

Features

- **Power-on delay** enables whistle-free insertion of hearing instruments.

  Read more in section "Turning on and off".

- The **tinnitus therapy feature** generates a sound to distract you from your tinnitus.

- A **telecoil** is integrated in the battery compartment, enabling the hearing instrument to connect with audio induction loops.

  Read more in section "Audio induction loops".

Batteries

When the battery is low the sound becomes weaker or you will hear an alert signal. The battery type will determine how long you have to replace the battery.

Battery size and handling tips

Ask your Hearing Care Professional for recommended batteries.

Battery size:	13

- Always use the correct battery size for your hearing instruments.
- Remove the batteries if you intend not to use the hearing instruments for several days.
- Always carry spare batteries.
- Remove empty batteries immediately and follow your local recycling rules for battery disposal.

Replacing batteries

Removing the battery:

- Open the battery compartment.

- Use the magnet stick to pull out the battery. The magnet stick is available as an accessory.

Inserting the battery:

- If the battery has a protective film, remove it only when you are ready to use the battery.

- Insert the battery with the "+" symbol facing up (refer to the picture).

- Carefully close the battery compartment. If you feel resistance, the battery is not inserted correctly.

  Do not attempt to close the battery compartment by force. It can be damaged.

Daily use

Turning on and off

You have the following options to turn your hearing instruments on or off.

Via battery compartment:

- Turning on: Close the battery compartment.

  The **default** volume and hearing program are set.

- Turning off: Open the battery compartment to the first catch.

Via rocker switch:

- Turning on or off: Press and hold the rocker switch for several seconds. Refer to section "Controls" for the settings of the rocker switch.

  After turning on, the **previously** used volume and hearing program remain set.

When wearing the hearing instruments, an alert tone can indicate when an instrument is being turned on or off.

When the **power-on delay** is activated, the hearing instruments turn on after a delay of several seconds. During this time you can insert the hearing instruments into your ears without experiencing unpleasant feedback whistling.

The "power-on delay" can be activated by your Hearing Care Professional.

Inserting and removing the hearing instruments

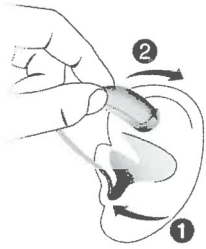
Your hearing instruments have been fine-tuned for your right and left ear. Colored markers indicate the side:

- red marker = right ear
- blue marker = left ear

Inserting a hearing instrument:

- ▶ Hold the tube close to the ear piece.
- ▶ Carefully push the ear piece into the ear canal ❶.
- ▶ Twist it slightly until it sits well.

  Open and close your mouth to avoid accumulation of air in the ear canal.
- ▶ Lift the hearing instrument and slide it over the top of your ear ❷.



CAUTION

Risk of injury!

- ▶ Insert the ear piece carefully and not too deeply into the ear.

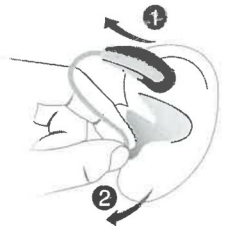
- It may be helpful to insert the **right** hearing instrument with the **right** hand and the **left** hearing instrument with the **left** hand.
- If you have problems inserting the ear piece, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the ear piece.

The optional retention strand helps to securely retain the ear piece in your ear. To position the retention strand:

▶ Bend the retention strand and position it carefully into the bottom of the bowl of your ear (refer to the picture).

Removing a hearing instrument:

- ▶ Lift the hearing instrument and slide it over the top of your ear ❶.
- ▶ Hold the tube close to the ear piece and pull the ear piece out carefully ❷.



CAUTION

Risk of injury!

- ▶ In very rare cases the ear piece could remain in your ear when removing the hearing instrument. If this happens, have the ear piece removed by a medical professional.

Clean and dry your hearing instruments after usage. Read more in section "Maintenance and care".

Adjusting the volume

Your hearing instruments automatically adjust the volume to the listening situation.

- If you prefer manual volume adjustment, press the rocker switch.

  Refer to section "Controls" for the setting of the rocker switch.

An optional signal tone can indicate the volume change. Once the maximum or minimum volume has been reached, you may hear an optional signal tone.

Changing the hearing program

Depending on the listening situation, your hearing instruments automatically adjust their sound.

Your hearing instruments may also have several hearing programs which allow you to change the sound, if needed. An optional signal tone can indicate the program change.

- To change the hearing program, press the rocker switch.

  Refer to section "Controls" for the setting of the rocker switch. Refer to section "Hearing programs" for a list of your hearing programs.

The default volume is applied.

Further adjustments (optional)

You can also use the hearing instrument controls to change other features, for example, the level of the tinnitus therapy signal.

Refer to section "Controls" for the setting of your controls.

Special listening situations

On the phone

When you are on the phone, hold the telephone receiver slightly above your ear. The hearing instrument and telephone receiver have to be aligned. Turn the receiver slightly so that the ear is not completely covered.

Telephone program

You may prefer a certain volume when using the phone. Ask your Hearing Care Professional to configure a telephone program.

- Switch to the telephone program whenever you are on the phone.

  If a telephone program is configured for your hearing instruments, it is listed in section "Hearing programs".

Audio streaming with iPhone

Your hearing instruments are **Made for iPhone** hearing instruments. This means you can get phone calls and listen to music from your iPhone directly into your hearing instruments.

For more information about compatible iOS devices, pairing, audio streaming and other useful functions, contact your Hearing Care Professional.

Airplane mode

In areas where the use of Bluetooth technology is not allowed (e.g. on some airplanes), you can activate the airplane mode. This turns Bluetooth in your hearing instruments off temporarily. The hearing instruments still work without Bluetooth, however direct audio streaming will not be possible and other functions will not be available.

- To activate or deactivate the airplane mode, use the controls of your hearing instruments.

  Refer to section "Controls" for more information.

An alert tone indicates when airplane mode is activated or deactivated.

Audio induction loops (optional)

Some telephones and public places like theatres offer the audio signal (music and speech) via an audio induction loop. With this system, your hearing instruments can directly receive the desired signal – without distracting noise in the environment.

You can usually recognize audio induction loop systems by certain signs.

If you want to use this system, a special battery compartment is required. It is available as an accessory only for certain types of instruments. Consult your Hearing Care Professional for more information.

Whenever you are in a place with an audio induction loop:

▶ Switch to the telecoil program.

If a telecoil program is configured for your hearing instruments, it is listed in section "Hearing programs".

Telecoil program and remote control

NOTICE

For instruments with wireless connectivity:

When the telecoil program is active, the remote control may cause a pulsing noise.

▶ Use the remote control with a distance greater than 10 cm (4 inches).

Maintenance and care

To prevent damage it is important that you take care of your hearing instruments and follow a few basic rules, which will soon become a part of your daily routine.

Hearing instruments

Drying and storage

- ▶ Dry your hearing instruments overnight.
- ▶ For longer periods of non-use, store your hearing instruments in a dry environment with an open battery compartment and the batteries removed.
- ▶ Ask your Hearing Care Professional for more information.

Cleaning

Your hearing instruments have a protective coating. However, if not cleaned regularly you may damage the hearing instruments or cause personal injury.

- ▶ Clean your hearing instruments daily with a soft, dry tissue.
- ▶ Never use running water or immerse the devices in water.
- ▶ Never apply pressure while cleaning.

- ▶ Ask your Hearing Care Professional for recommended cleaning products, special care sets, or more information on how to keep your hearing instruments in good condition.

Ear pieces, earhooks and tubes

Cerumen (ear wax) may accumulate on the ear pieces. This may affect sound quality.

- For hearing instruments with a standard tube (ThinTube):

  Clean the ear pieces daily, clean the tubes as required.

  Exchange the ear pieces and tubes approximately every three to six months, or sooner if you notice cracks or other changes.

- For hearing instruments with earhook:

  Clean the ear pieces daily.

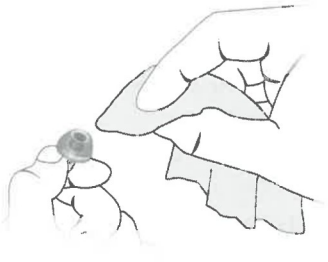
  Exchange the earhooks if you notice cracks or other changes.

  Ask your Hearing Care Professional to clean the tubes or to exchange the ear pieces and tubes as needed.

Cleaning ear pieces

- Clean the ear piece upon removal with a soft and dry tissue.

  This prevents cerumen becoming dry and hardening.



- Never use running water or immerse the ear piece in water.

Cleaning standard tubes

Never use running water or immerse the tube in water.

You can clean standard tubes (ThinTube) using a special cleaning wire. Ask your Hearing Care Professional for suitable cleaning wires.

- Remove tube and adapter by unscrewing the adapter from the hearing instrument.
- Carefully insert the cleaning wire into the adapter ❶.
- Push the cleaning wire all the way through the tube ❷.

- Wipe away any cerumen or debris that is dislodged.
- Completely remove the cleaning wire.
- Re-attach tube and adapter to the hearing instrument.

Exchanging standard ear pieces (LifeTip)

- Pull off the used ear piece and plug on the new ear piece.

Exchanging standard tubes and adapters

- Unscrew the used tube from the adapter ❶.
- If necessary, unscrew the used adapter ❷.

- Screw on the new adapter and tube.

Exchanging earhooks

- Unscrew the used earhook.
- Position the earhook on the thread as shown in picture ❶.
- Gently screw on the earhook with three full turns ❷.

  Do not turn it further to prevent damage.

Professional maintenance

Your Hearing Care Professional can perform a thorough professional cleaning and maintenance.

Custom-made ear pieces and wax filters should be exchanged as needed by your Hearing Care Professional.

Ask your Hearing Care Professional for your individual recommendation of maintenance intervals and for support.

Further information

Safety information

For more safety information, refer to the safety manual supplied with the device.

Accessories

You can use the smartphone app for convenient remote control of your hearing instruments. The app also allows you to deactivate signal tones, to create individual sound profiles and many more functions.

You can also use a remote control.

Consult your Hearing Care Professional for further information.

Symbols used in this document

⚠	Points out a situation that could lead to serious, moderate, or minor injuries.
!	Indicates possible property damage.
i	Advice and tips on how to handle your device better.

"Made for iPhone", "Made for iPad", and "Made for iPod" mean that an electronic accessory has been designed to connect specifically to iPhone, iPad, or iPod, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPhone, iPad, or iPod may affect wireless performance.

Troubleshooting

Problem and possible solutions
Sound is weak.
• Increase the volume. • Replace the empty battery. • Clean or exchange the tube and the ear piece.
Hearing instrument emits whistling sounds.
• Reinsert the ear piece until it fits securely. • Decrease the volume. • Clean or exchange the ear piece.
Sound is distorted.
• Decrease the volume. • Replace the empty battery. • Clean or exchange the tube and the ear piece.

Problem and possible solutions

Hearing instrument emits signal tones.

- Replace the empty battery.

Hearing instrument does not work.

- Turn the hearing instrument on.
- Gently close battery compartment completely.
- Replace the empty battery.
- Make sure the battery is inserted correctly.
- Power-on delay is active. Wait several seconds and check again.

Consult your Hearing Care Professional if you encounter further problems.

Country-specific information

USA and Canada

Certification information for hearing instruments with wireless functionality:

Motion 13 Nx

- FCC ID: SGI-BTE001
- IC: 267AB-BTE001

Motion 13P Nx

- Contains FCC ID: SGI-RFM001
- IC: 267AB-WP4N1

Service and warranty

Serial numbers

Left:

Right:

Service dates

1:	4:
2:	5:
3:	6:

Warranty

Date of purchase:

Warranty period in months:

Your Hearing Care Professional

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